
Frequently asked questions

A user guide to UnTapMe

June 2016



Table of contents

Table of contents	2
INTRODUCTION	3
What is UnTapMe?	3
Is the content on the platform private and secure?	3
How can I invite co-workers to the platform?	3
Why do I need to update my profile?	3
Can I access UnTapMe on mobile or tablet?	3
QUESTIONS & ANSWERS	4
How can I ask a question?	4
What is a “Tag” and what is it used for?	5
How can I search for a question?	6
How can I answer a question?	6
How can I upload a file or link to a question or answer?	7
How can I share a question or answer with other users?	8
How can I vote a question or answer up or down?	9
How can I comment on an answer?	9
How can I flag a post as inappropriate?	10
USER ACCOUNT	11
How can I create a personalised feed?	11
Where can I view the items that I am following?	12
How can I check my activity stats?	13
How can I check who is following me?	13
BADGES	14
How do I earn badges?	14
How can I change my profile picture avatar?	15

INTRODUCTION

What is UnTapMe?

UnTapMe is a platform that facilitates social learning through the power of questions and answers. Forums are organised into various learning categories (eg managing teams, leadership etc) where a community of learners can share questions, knowledge and experiences with each other to learn more effectively on the job.

Is the content on the platform private and secure?

Yes, absolutely. Each company has its own instance of the platform which is hosted in the cloud separate to other instances. All content generated on the platform is private, secure and confidential to your organisation.

How can I invite co-workers to the platform?

You should have received a link from your community moderator. **You can forward this same link to your co-workers** after checking with your moderator that it is ok to do so.

Why do I need to update my profile?

It is important to update your profile to let other users see some basic information about you, like your name and location. **Also, by indicating your gender, the correct set of avatars are assigned to you.**

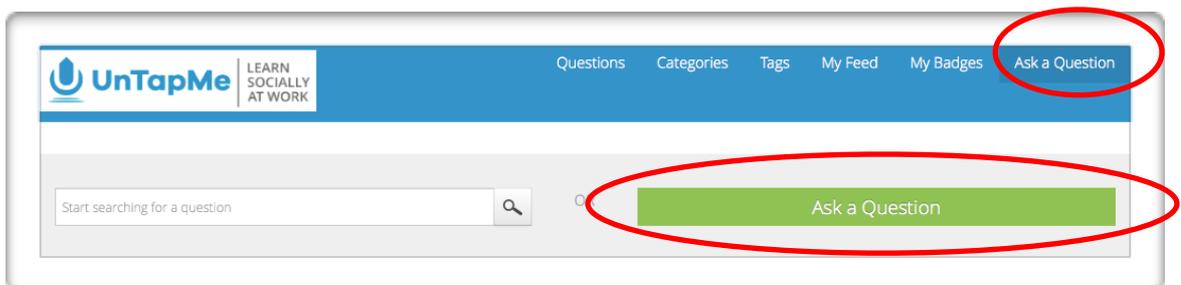
Can I access UnTapMe on mobile or tablet?

Yes, the application has been built with a responsive design which makes it easy to use on mobile, desktop or tablet. Just access the application via your secure link from your preferred device.

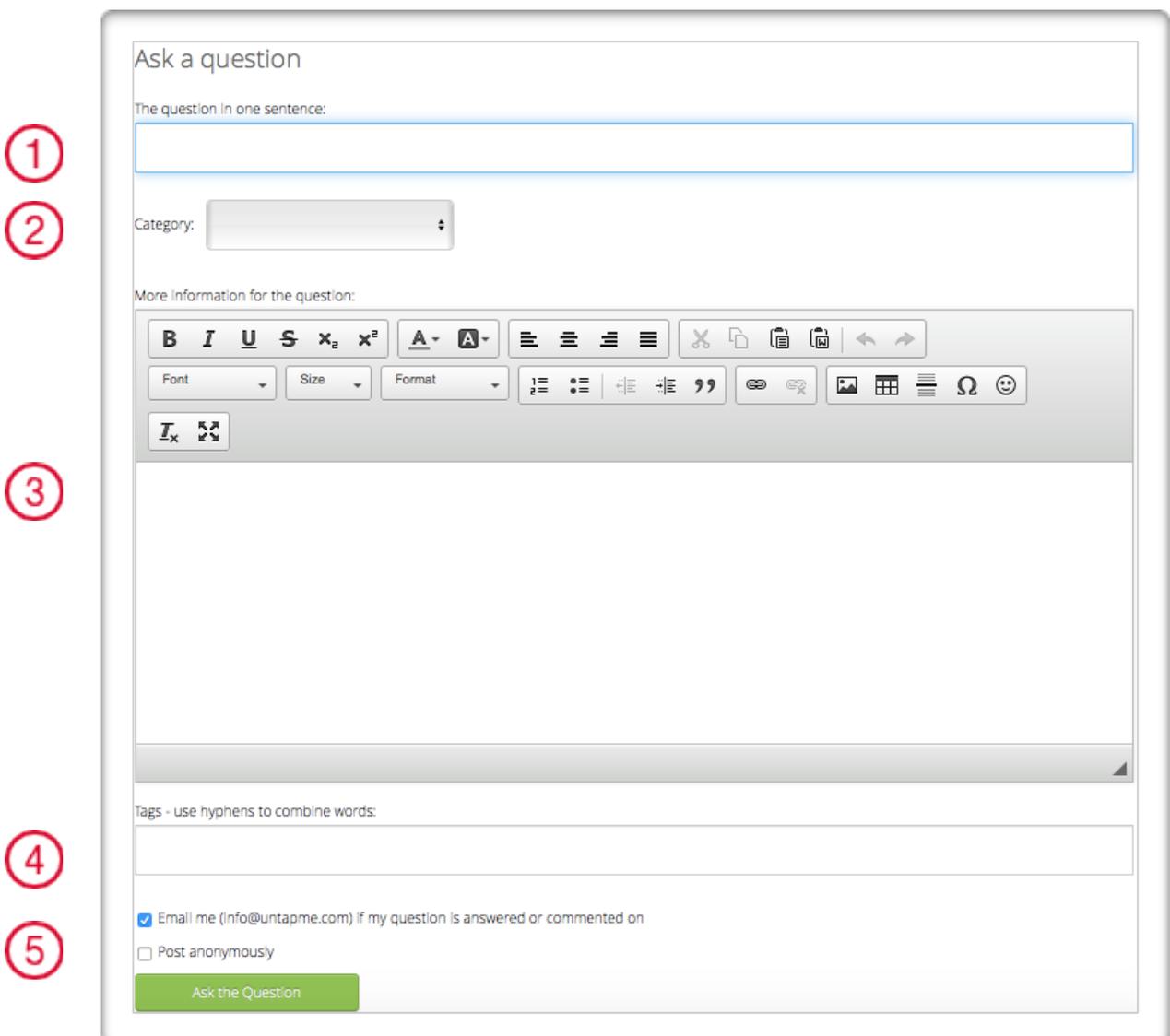
QUESTIONS & ANSWERS

How can I ask a question?

You can ask a question by either clicking on the “**Ask a Question**” tab in your main toolbar or by clicking on the “**Ask a Question**” button at the top of your home page.



You will be directed to the below page to complete some key details for your question:

A screenshot of the 'Ask a question' form. The form is titled 'Ask a question' and contains the following elements:

1. A text input field for 'The question in one sentence:'.
2. A dropdown menu for 'Category:'.
3. A rich text editor for 'More information for the question:' with various formatting options (bold, italic, underline, strikethrough, subscript, superscript, text color, background color, bulleted list, numbered list, indent, outdent, quote, link, unlink, image, table, link, unlink, smiley).
4. A text input field for 'Tags - use hyphens to combine words:'.
5. Two checkboxes: 'Email me (info@untapme.com) if my question is answered or commented on' (checked) and 'Post anonymously' (unchecked).

A green 'Ask the Question' button is located at the bottom of the form.

QUESTIONS & ANSWERS

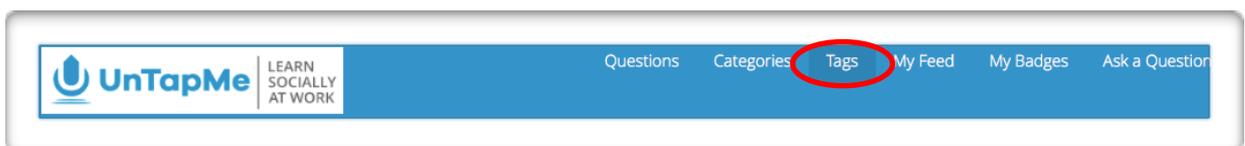
1. Create a **brief descriptive heading** for your question to ensure that you attract as many potential viewers who may be able to answer it.
2. **Select the most appropriate category** for your question to appear in from the dropdown box.
3. **Write the full question here in simple and clear language.**
4. **Tags are keywords that help to organise similar topics or questions together.** Please refer to the next question “What is a “Tag” and what is it used for?” for more detail
5. **Click the checkbox if you prefer your question to be posted anonymously.** Your identity will be kept hidden from all viewers and respondents to the question.

What is a “Tag” and what is it used for?

Tags are freeform keywords that can be attached to a particular question to allow them to be easily grouped with other similar questions or topics. Questions are already organised into broad categories e.g. Leadership or Managing Projects and by adding “Tags”, questions can be grouped into even more specific themes or topics of interest.

For example the following question related to Leadership **“What methods have people found most effective for communicating to large teams?”** may have the following Tags **“Communication skills”, “Team management”**

Click “Tags” from the main toolbar to view a list of the most popular tags

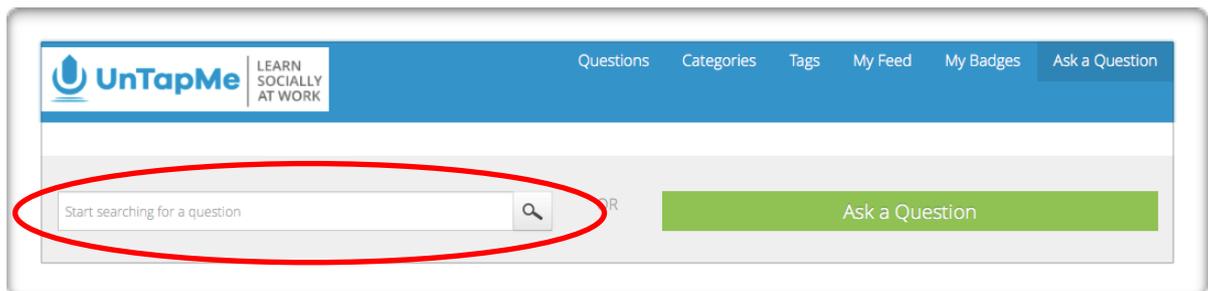


If you are interested in a specific topic, you can **“Follow”** that particular Tag to have all questions related to that topic added to your feed.

QUESTIONS & ANSWERS

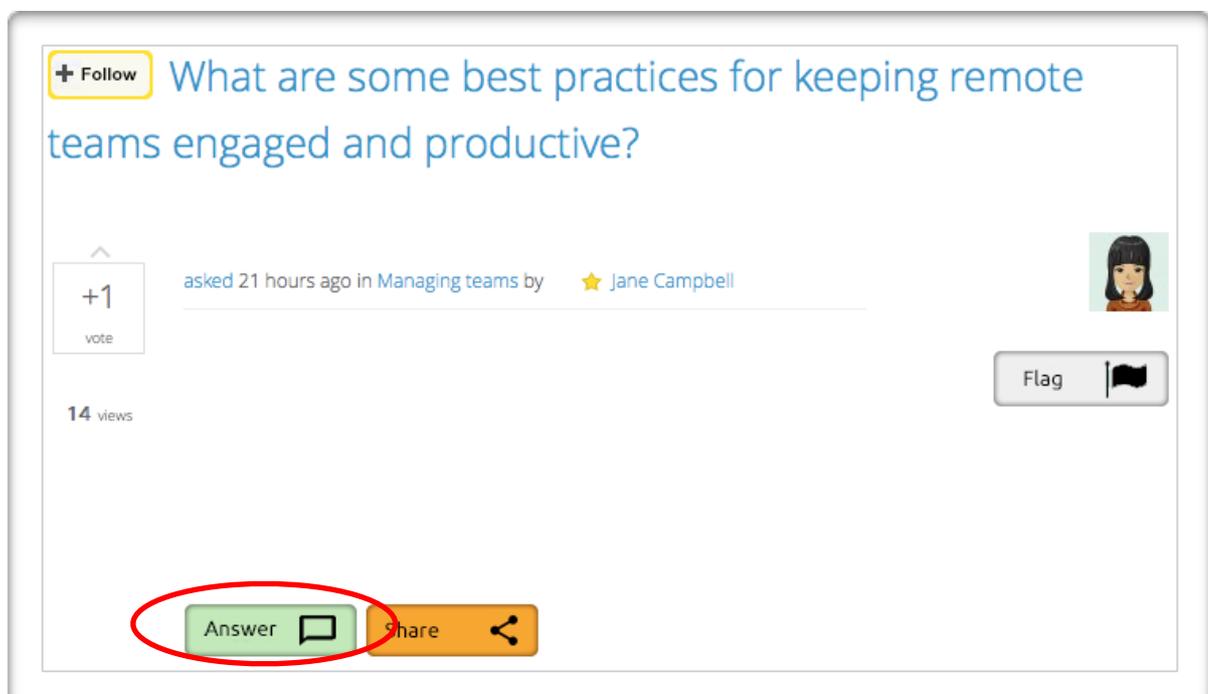
How can I search for a question?

Before asking a question, you can check to see if your question or a similar question has already been asked by **typing your question in the search box** at the top of your home page.



How can I answer a question?

Click on the **"Answer"** button to input an answer to a specific question.

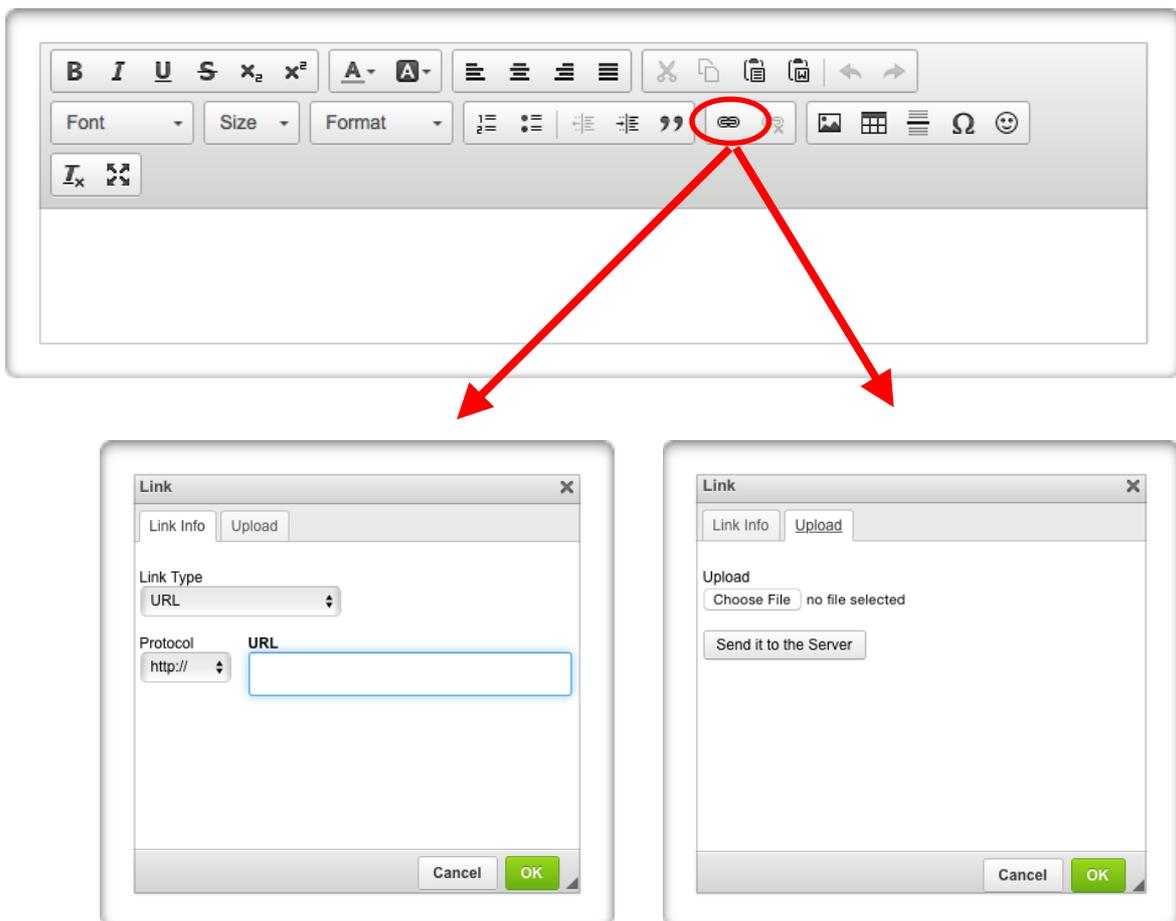


You can also check the **"Post anonymously"** box, if you want to answer a question anonymously.

QUESTIONS & ANSWERS

How can I upload a file or link to a question or answer?

When completing the body of your question or e-mail, click on the link  button and you will be given the **option of entering a URL link or you can upload a file** to be attached.



QUESTIONS & ANSWERS

How can I share a question or answer with other users?

Click on the “**Share**” button that appears with the specific post that you would like to share. You will be directed to the below page.

Share question

What are some best practices for keeping remote teams engaged and productive?

asked 21 hours by Jane Campbell

Select users to share this post with

Add a comment to explain why you are sharing this post with this person

Share Cancel

1. **Start typing the username** of the person that you would like to share the post with, then select the user from the dropdown list that appears. Continue until you have selected all of the users.
2. **Add a brief comment** to explain why you are sharing this post with the other user(s).

QUESTIONS & ANSWERS

How can I vote a question or answer up or down?

It's important to vote posts up or down to ensure that the best questions and answers are distilled efficiently and are the most visible. **Click on the up or down arrow to vote up or down a post.**



How can I comment on an answer?

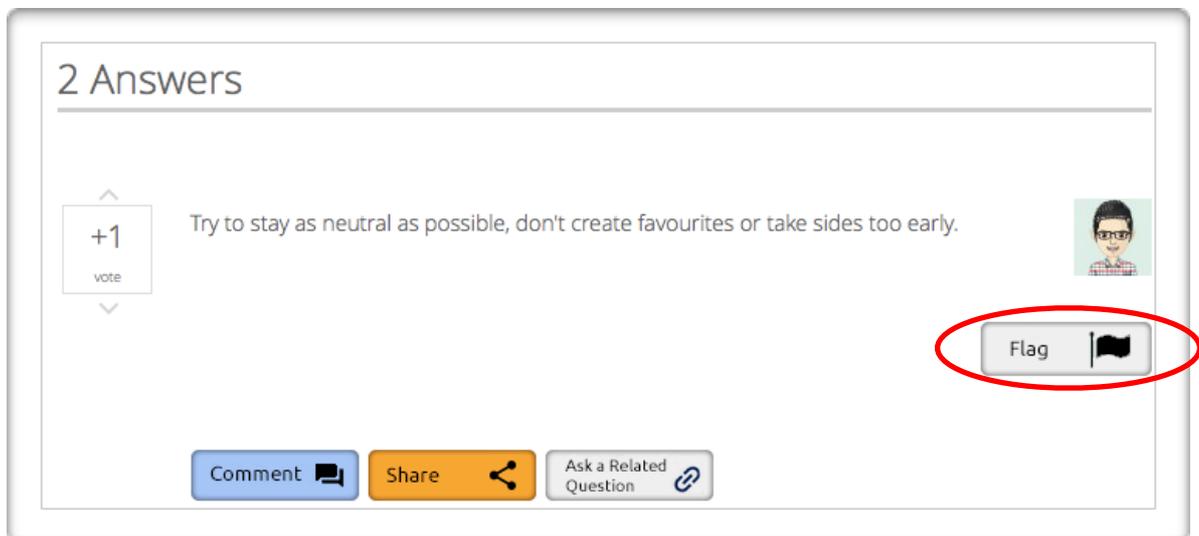
In many cases, you may prefer to comment on a specific post rather than add a new answer to a question. For example, if you agree with an answer that has been posted, you may add a comment outlining your support with perhaps a personal example or perspective. Click on the **“Comment”** button to add your views to a specific response.



QUESTIONS & ANSWERS

How can I flag a post as inappropriate?

To ensure that a community remains robust, all members are responsible for ensuring that the content on the platform is appropriate. If you see a question or answer that seems inappropriate then click on **“Flag”** to notify the community moderator to review the item.

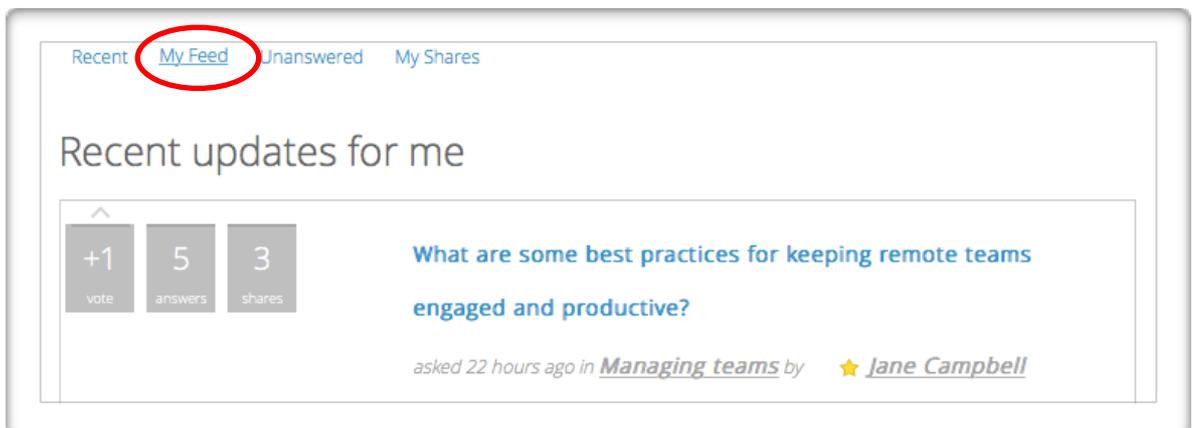
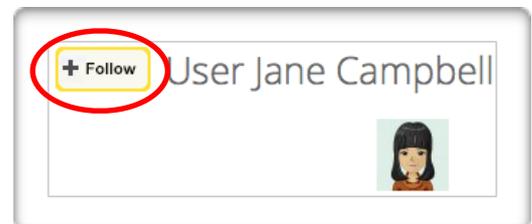


USER ACCOUNT

How can I create a personalised feed?

It's very simple to create your own customised feed. You can follow users, categories, tags and even questions. Click **Follow** next to these items to have them automatically appear in **My Feed**.

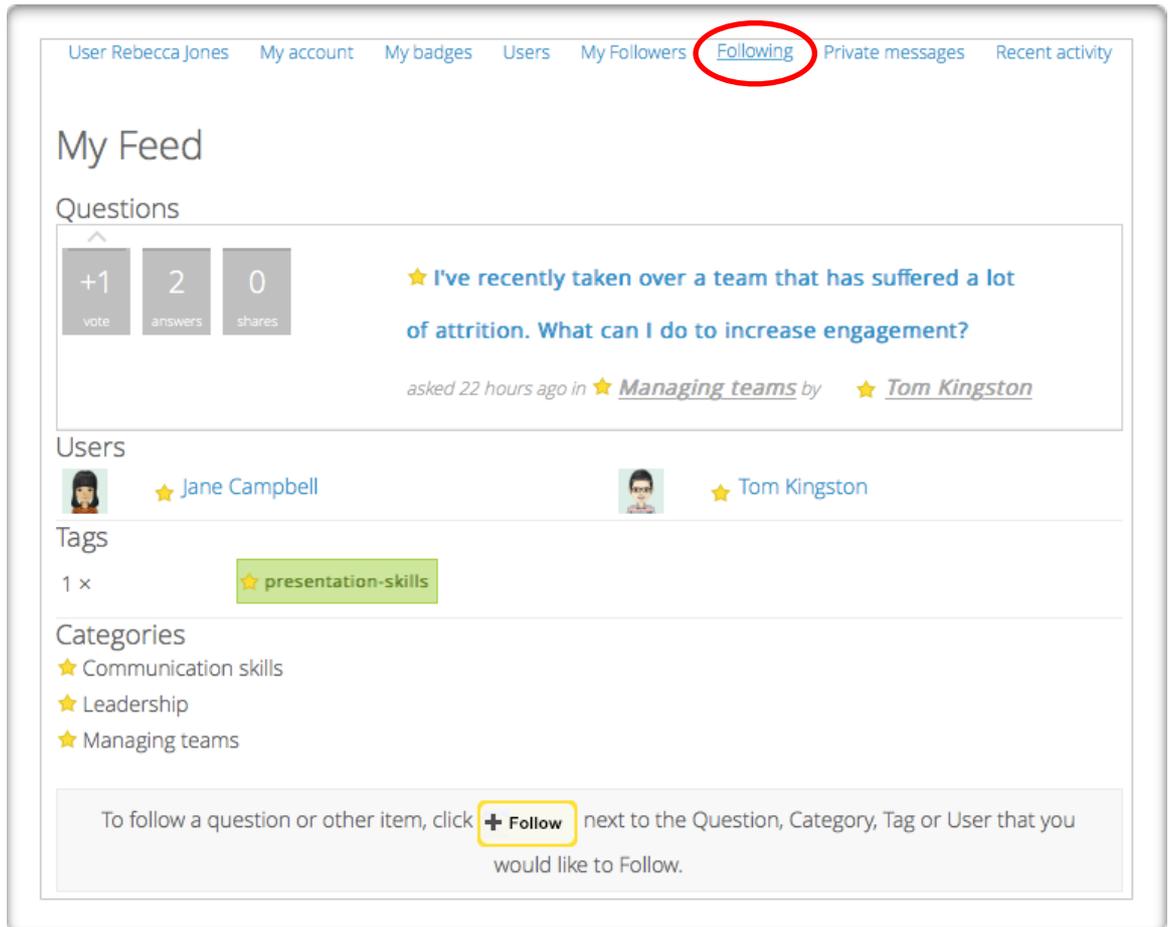
To unfollow an item you can click **Following** next to the Question, category, Tag or User that you wish to unfollow.



USER ACCOUNT

Where can I view the items that I am following?

Click on “**My Account**” and then go to the “**Following**” tab. This displays all of the Questions, Users, Tags and Categories that you are following, you can click into each one to unfollow.



The screenshot shows a user's profile page for 'Rebecca Jones'. The navigation tabs at the top are: 'User Rebecca Jones', 'My account', 'My badges', 'Users', 'My Followers', 'Following' (highlighted with a red circle), 'Private messages', and 'Recent activity'. The main content area is titled 'My Feed' and is divided into sections: 'Questions', 'Users', 'Tags', and 'Categories'. Under 'Questions', there is a question: 'I've recently taken over a team that has suffered a lot of attrition. What can I do to increase engagement?' asked 22 hours ago by Tom Kingston. The question has 1 vote, 2 answers, and 0 shares. Under 'Users', there are two users listed: Jane Campbell and Tom Kingston. Under 'Tags', there is one tag: 'presentation-skills'. Under 'Categories', there are three categories: 'Communication skills', 'Leadership', and 'Managing teams'. At the bottom, there is a grey box with the text: 'To follow a question or other item, click + Follow next to the Question, Category, Tag or User that you would like to Follow.' The '+ Follow' button is highlighted with a yellow box.

USER ACCOUNT

How can I check my activity stats?

Click on “**My Account**” and then go to the “**User [Your username]**” tab.

The screenshot shows a user profile for Rebecca Jones. The navigation tabs at the top are: User Rebecca Jones (circled in red), My account, My badges, Users, My Followers, Following, Private messages, Recent activity, All questions, and All answers. The profile information on the left includes: Member since: 12 May 2016, Type: Registered user, Full name: Rebecca Jones, Location: (empty), About: (empty), Gender: Female, and an Edit my Profile button. The activity statistics on the right, enclosed in a red box, are:

Activity by Rebecca Jones	
Questions:	2
Answers:	4
Comments:	2
Shares:	25 posts you shared with others
Shared:	2 of your posts have been shared
Voted on:	5 questions, 7 answers
Gave out:	11 up votes, 1 down vote
Received:	5 up votes, 0 down votes
Badges earned:	10

How can I check who is following me?

Click on “**My Account**” and then go to the “**My Followers**” tab.

The screenshot shows the 'My Followers' page for Rebecca Jones. The navigation tabs at the top are: User Rebecca Jones, My account, My badges, Users, My Followers (circled in red), Following, Private messages, and Recent activity. The page title is 'My Followers'. Under the heading 'Users', there are two followers listed: Jane Campbell (with a star icon) and Tom Kingston.

BADGES

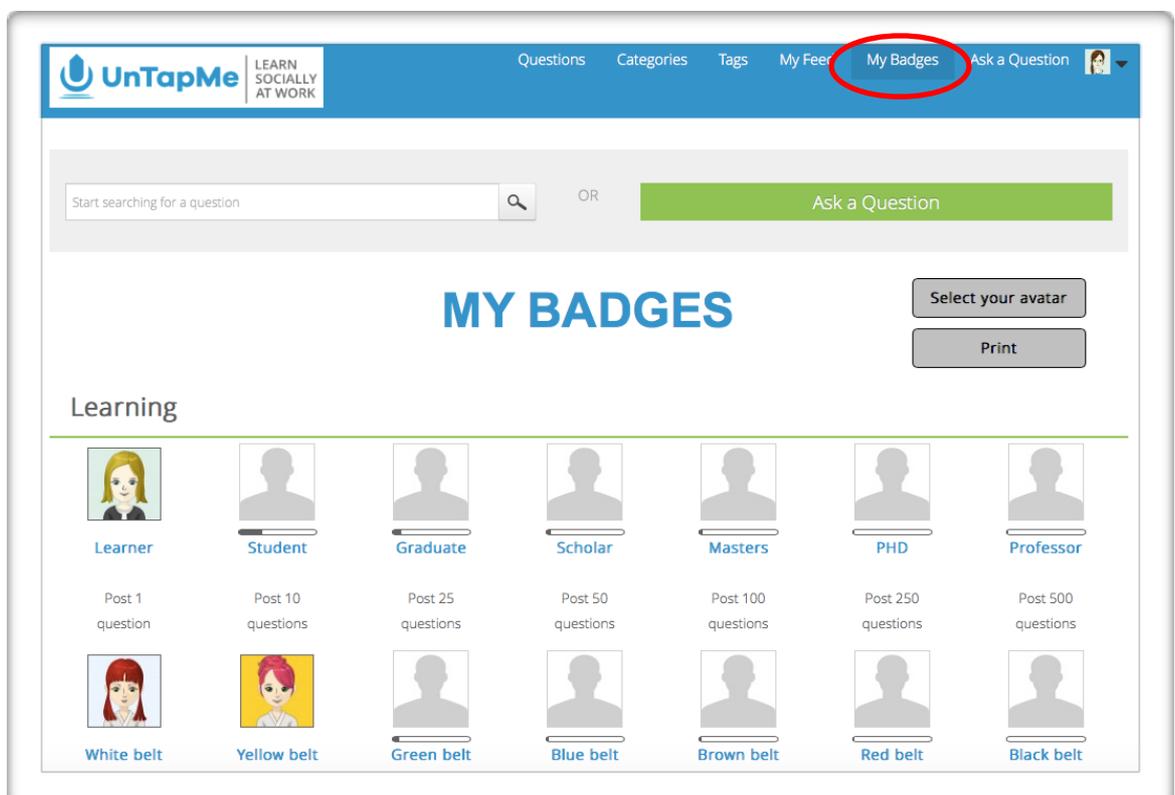
How do I earn badges?

You earn badges for completing defined levels of learning and knowledge sharing tasks. Each level passed unlocks a new avatar to be added to your collection. Below are the 7 categories of badges:

1. Asking questions;
2. Following others;
3. Answering questions;
4. Receiving up votes;
5. Number of followers
6. Number of your posts that are shared
7. Number of posts you have shared with others.

There are 7 levels for each of the categories defined as completing 1, 10, 25, 50, 100, 250 & 500 within each category.

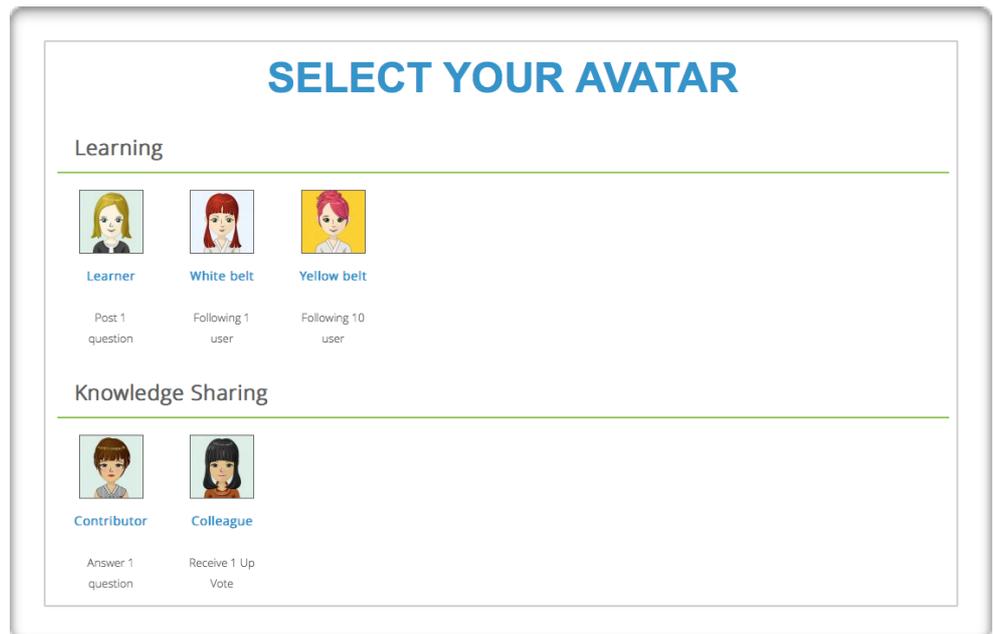
Click on **“My Badges”** to view your badges



BADGES

How can I change my profile picture avatar?

From the “**My Badges**” page, click on “**Select Your Avatar**” to select your profile avatar from your collection of unlocked avatars.



If you prefer to keep your profile avatar plain, go to “**My Account**” and check the “**Default**” avatar option and click “**Save Profile**”

